

TELECOMMUNICATIONS BULLETIN

September 15, 2005
CMS 06- 04

**Bureau of Communication
and Computer Services**

From:

Theresa Starling

Manager,
Communications Solution
Center

NEW FAX NUMBER and Restriction of Fax Service Orders

Due to internal processing requirements and order volumes, the Department of Central Management Services (CMS), Bureau of Communication and Computer Services must return to its formal policy of accepting faxed service requests **only** in emergency situations. We ask for your cooperation in strict adherence to this policy and careful evaluation of each order submitted to determine its priority status. This policy is in place for all voice/telephone, cellular, data, paging, and IWIN service request forms including:

Calling Card Requests	
Paging Service Requests	PSRs
Telecommunications Service Requests	TSRs
Telecommunications Data Service Requests	TDRs
Voice Over Internet Protocol Requests	VoIP
Wireless Services Requests	WSRs

If your agency has a genuine emergency issue, you must call the Communications Solution Center (CSC) (Option 2 for New/Existing Service, followed by the appropriate sub-option for service type) to notify staff the Service Request is being faxed and to explain the reason for the emergency request. If you require a return copy of the emergency order, you must follow-up by mailing the original order, clearly marked to indicate a fax was previously submitted for processing.

Data Provisioning will continue to accept on-line orders and originals sent through the mail. Voice, cellular, paging, and IWIN orders, unless classified as an emergency, should be mailed.

Effective immediately, one centralized fax, **(217) 524-5895**, will be used for telephone/data repair and all provisioning services in the Communications Solution Center. For your convenience, we have attached a reference guide to the CSC listing the telephone numbers, service options, fax number, and mailing address.

We appreciate your cooperation in limiting fax orders to emergency situations. Please do not hesitate to contact the CSC with any question or issue relating to your telecommunications and data needs.

For more information...
visit our website at
www.state.il.us/cms/telecom

Communications Solution Center

800-366-8768

[in Centrex: (217) 524-4784]

Option 1 REPAIR SERVICES

Sub Option	1	Voice/Telephone
Sub Option	2	Data
Sub Option	3	IWIN - IL Wireless Information Network
Sub Option	4	Videoconferencing
Sub Option	5	Cellular
Sub Option	6	Paging
Sub Option	7	Internet
Sub Option	8	CMC - Network Services

Option 2 NEW and EXISTING SERVICES (Provisioning and Consultation)

Sub Option	1	Voice/Telephone
Sub Option	2	Data
Sub Option	3	IWIN - IL Wireless Information Network
Sub Option	4	Videoconferencing
Sub Option	5	Cellular
Sub Option	6	Paging
Sub Option	7	Internet
Sub Option	8	Calling Cards

FAX Number - restricted to emergency orders only:

(217) 524-5895 Calling Cards, Cellular, Data, Internet, IWIN
Paging, Telephone, Voice, VoIP

Mailing Address::

Central Management Services
Communications Solution Center - Provisioning
120 West Jefferson Street—2nd Floor
Springfield, IL 62702-5103